

ConnectionsPlus Healthcare and Hospice Job Description

POSITION NAME: Integrated Care Counselor		
SALARY RANGE:		
APPROVED BY:		
REVISION:		
SIGNATURE:	TITLE:	DATE:

I. POSITION

Integrated Care Counselor

II. JOB SUMMARY

Provide medical social services and counseling to assigned patients, including assessment and intervention, in accordance with agency policies and procedures. Maintain timely communications with others involved in the care of the patient. Assist primary nurses and therapists in problem resolution and facilitate patient/caregiver referrals to appropriate community resources. Participate as a member of a patient-focused interdisciplinary care team.

III. REPORTS TO

Advanced Illness Integrated Care Program Director

IV. EDUCATION AND EXPERIENCE

1. Required: Bachelor's degree in social work or clinical counseling within Behavioral Health
2. Preferred: Masters license eligible or Professional Counselor
3. Previous experience as Medical Social Worker or Care Coordinator
4. Previous experience in pre-acute or post-acute care settings
5. Knowledge of community resources within the local area
6. Excellent communication and negotiation skills necessary to work collaboratively with interdisciplinary teams and patients and/or caregivers for optimal outcomes
7. Demonstrated ability to work independently, as well as be part of a team
8. Flexible, open-minded, and adaptable to change

V. ESSENTIAL FUNCTIONS

1. Provide holistic, patient centered care across treatment settings, maintain dignity of patient.
2. Perform a psychosocial assessment to determine the patient/family's ability to cope with and manage the patient's care needs.
3. Assess the patient's care needs relative to the home situation, financial resources and availability of community resources.
4. Identify factors that are impeding the patient's medical treatment and/or recovery process.
5. Define specific goals to be achieved by planned interventions.
6. Recommend community resources and other interventions to assist with problem

resolution.

7. Provide concise, informative, and timely reports to in-office case managers, primary nurses/therapists, and other team members involved in the care of the patient.
8. Provide short-term counseling to patients and/or caregivers focusing on emotional factors impeding patient recovery.
9. Assist primary nurses/therapists in arranging short or long-term placement for patients and in making appropriate referrals to adult protective services, mental health resources, and other health and related social services.
10. Facilitate a coordinated, interdisciplinary, patient-focused approach to care delivery.
11. Submit documentation that is complete, accurate, thorough, and within agency established guidelines.
12. Comply with agency policies established to meet regulatory and accreditation standards.
13. Serve as a patient advocate, identify gaps of care or unmet needs and bring to the attention of leadership or the community providers to work towards solutions.
14. Participate in peer review and other performance improvement initiatives as requested.
15. Assist patients with housing application for transfers, roommate, or recertifications for specialty housing arrangements such as Section 8, Senior Housing, or Public Housing.
16. Assist with insurance assessments, applications, and recertifications for Medicaid or advise other insurance choices.
17. Assist with applying for grants for patient supplies such as Durable Medical Equipment (DME) or home repairs.
18. Manage all aspects of discharge planning for assigned patients in order to ensure timely discharge and provide the appropriate connection with post-discharge care providers.
19. Work with families exhibiting complex family dynamics.
20. Coordinate complex transportation needs such as ambulance, non-emergency transportation arrangements, entry issues, obesity arrangements, and other special needs.
21. Attend district, educational, and staff meetings, as requested.
22. Perform other related duties as assigned.

VI. WORKING CONDITIONS

Working conditions both in office and in patient residences. Occasional visits to area agencies and businesses will be necessary.

Acknowledgement: I understand and acknowledge that this job description sets forth the basic requirements necessary to perform the job identified and shall not be considered a detailed description of all job requirements that may be needed to perform the job.

Organizational needs may necessitate performance of multiple tasks, duties and responsibility, including but not limited to assuming the responsibilities of other positions in order to deliver a high quality of service.

I further understand and acknowledge that this job description is not all-inclusive and that ConnectionsPlus Healthcare and Hospice reserves the right to revise and/or change job requirements and responsibilities as needed.

I further understand and acknowledge that this job description is not a contract, in whole or in part, and that I am an employee at will.

Integrated Care Counselor

Advanced Illness Integrated Care Program Director

Date

Date